



getting
it right
for every child

USER GUIDE



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1. Introduction

“To improve the well-being of children and young people through the implementation of a secure, shared information system that will enable coordinated and efficient support by well-informed personnel, working in partnership to achieve appropriate and timely interventions, and improved outcomes.”

AYRshare Vision Statement 2012

Within Ayrshire, an electronic information sharing system has been developed known as **AYRshare** to support practice and enhance information sharing between professionals involved with a child or young person. An **AYRshare** folder can be opened by a child or young persons Named Person or Lead Professional when it is identified that assessment information is required to be shared to maximise outcomes.

2. Getting Started

In order to gain access to **AYRshare** you will need to download and complete in full the system access form. Once the form has been completed both you and your line manager (senior manager if you are gaining access as an emergency user) will need to sign and date the form and send it to the **AYRshare** systems Admin team. If there are no issues with the form then the systems admin team will set up your account.

Once you have been set up as a user of **AYRshare** you will be allocated a user name which will be your e-mail address and an initial password to log in. When you enter the allocated password you will be prompted to create your own strong password. (Minimum of 8 characters including capitals and numbers) The new password you set will gain you access for the next 90 days before you will be asked to change it again.



Figure 1: Login Screen

There are 4 basic user types on **AYRshare**:

- Ordinary user
- Emergency User
- Local Admin

- Ayrshare Administrator

2.1. Ordinary User

An **Ordinary User** only has access to a record on **AYRshare** that they are linked to as a contact. The level of access to each record ("Folder") is controlled by the **Named Person** and **Lead Professional (NP/LP)**. The **NP/LP** maintains the **Contact List** for each record. All **Ordinary Users** can view and add new information such as documents and Chronology events to records either manually or directly from their own system. However only **Ordinary Users** designated as a **NP/LP** can edit or delete Chronology events and delete or withdraw documents from a record.

2.2. Emergency User

An **Emergency User** has access to all records on **AYRshare** and can search and view any record that they require in the case of an emergency. An **Emergency User** could be someone from Accident & Emergency for example. Although an **Emergency User** has access to all records on **AYRshare** they can only view records as an ordinary linked contact unless they are already linked to the record as a **NP/LP**.

2.3. Local Admin

Local Admin is a user set up to manage the contact list of new folders created on Ayrshare from their area. As local admin you will be responsible for granting access to the **NP/LP** for the new folders created.

2.4. Ayrshare Administrator

Ayrshare **Administrators** have full access to all records on **AYRshare**. An **Administrator** can add new users and merge, split, match and delete records.

This manual provides a guide for Ordinary and Emergency and Local Admin users only. A separate manual is available for System Administrators.

3. Home Screen

The screenshot shows the AYRshare Home Screen. At the top is a navigation bar with 'Home', 'My s', 'Search', 'My Details', and user information 'Alan.Reid@aapct.scot.nhs.uk', 'NHS', and 'Logout'. Below the navigation bar are three main sections:

- Recent Login history** (Callout 1): A table showing login attempts.

Date	Detail
19/10/2012 09:38	Logged in
19/10/2012 09:53	Logged in
19/10/2012 09:56	Failed login attempt - Invalid username/password combination

If this is not accurate please [change your password](#) and contact the helpdesk.
- AYRshare website notifications** (Callout 2): A table showing system notifications.

Date	Detail
18/10/2012	⚠️ Ayrshare will be unavailable from 18.00 for 30 minutes
18/10/2012	ℹ️
18/10/2012	ℹ️ Ayrshare will be down due to maintenance between 14.00 and 16.00

Previous 1 Next
- Notification History** (Callout 3): A table showing a history of notifications.

Name	Event Date	Event Description	Detail	User
COLIN HUNTER	19/10/2012 10:05	Document uploaded	CAP: CAP 2.docx	Alan Reid
COLIN HUNTER	19/10/2012 10:04	Document uploaded	CAP: CAP (draft).docx	Alan Reid
DENISE CASSITY	19/10/2012 09:52	Chronology event added	Consultant Paediatrician	Allison Russell
DENISE CASSITY	19/10/2012 09:48	Chronology event added	School teacher	Allison Russell
DENISE CASSITY	19/10/2012 09:44	Chronology event added	School Teacher	Allison Russell

First 1 Last

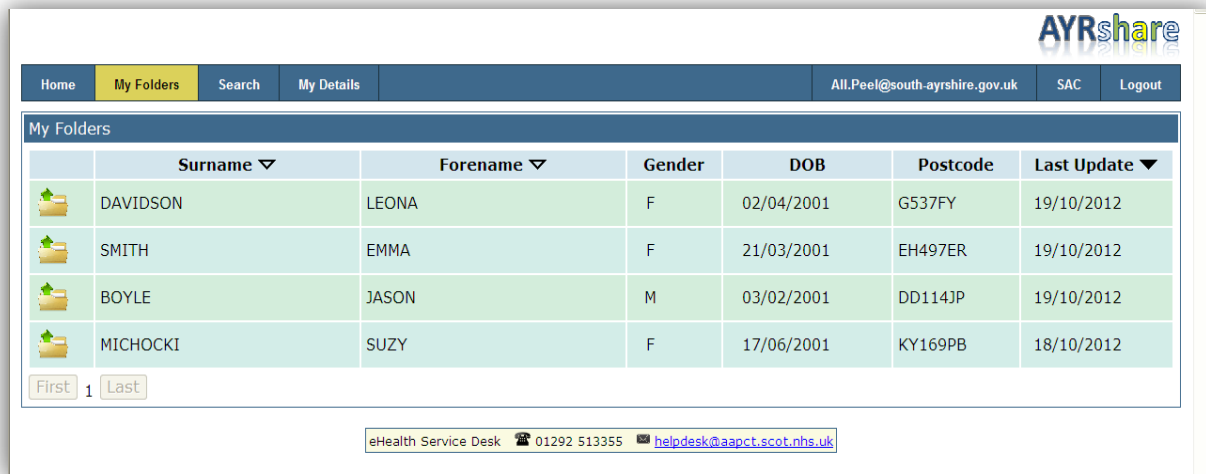
At the bottom, there is a footer with 'eHealth Service Desk', phone number '01292 513355', and email 'helpdesk@aapct.scot.nhs.uk'.

Figure 2: Home Screen

The **Home Screen** (Figure 2) is split 3 boxes:

- Recent Login History:** This allows you to monitor your recent login history to see if there are any irregularities e.g. the login history showing you as logged in when you weren't or any failed login attempts that were not you. If the login history is not accurate change your password immediately and contact the helpdesk.
- AYRshare Website Notifications:** This will notify users of any problems or changes to the system e.g. you will be notified here if the system is due to be down for any reason.
- Notification History:** This will notify you of any updates to records that you are linked to. For example if a new Chronology event has been added to a record you are linked to it will appear here as a notification. Users can enter a child's record directly from here by clicking on the  icon or the child's name. If configured to do so Users will also receive an e-mail for any notifications. Within the e-mail it will have a description of the event and a link taking you directly to the child's record.

4. My Folders



	Surname ▼	Forename ▼	Gender	DOB	Postcode	Last Update ▼
	DAVIDSON	LEONA	F	02/04/2001	G537FY	19/10/2012
	SMITH	EMMA	F	21/03/2001	EH497ER	19/10/2012
	BOYLE	JASON	M	03/02/2001	DD114JP	19/10/2012
	MICHOCKI	SUZY	F	17/06/2001	KY169PB	18/10/2012

First 1 Last

eHealth Service Desk ☎ 01292 513355 ✉ helpdesk@aaapt.scot.nhs.uk

Figure 3: My folder Screen

The **My Folders** screen (Figure 3) shows the records of children for whom you are a linked contact. You can be linked as **Named Person**, **Lead Professional**, or a contact for a child's record. Each child has a **"folder"** and information about the child is stored in this **folder**.

My Folders allows you to quickly access your records by clicking on the  icon to open the **folder**. The contents of the folder are described in section 7.

You have the ability to sort the Folders by clicking on the  icon. This allows you to sort the folders by:

- Surname
- Forename
- Last update

(Figure 3)

5. Search

Figure 4: Search Screen

The **Search** screen (Figure 4) is the same for all users and works in 2 ways:

1. Searching using a unique reference type:
 - CHI
 - CareFirst
 - FACE
 - SWIS
 - SWIFT

2. Searching using a minimum of 3 demographic identifiers from:
 - Gender
 - Forename
 - Surname
 - Date of Birth
 - Address
 - Postcode

Once the Search has been complete the results will be shown as below in Figure 5.

Search Criteria		
Reference Type	CHI	Search
Gender	☒ M ☐ F	DOB
Surname	HUNTER	Address
Forename		Postcode
Search		

Search Results												
Surname ▼	Forename ▼	Named Person ▼										
HUNTER, ALAN	not available	<table border="1"> <tr><td>Name:</td><td>Susan Steed</td></tr> <tr><td>Organisation:</td><td>NAC</td></tr> <tr><td>e-mail:</td><td>sw.steed@north-ayrshire.gov.uk</td></tr> <tr><td>Telephone:</td><td>01294222666</td></tr> <tr><td>Mobile:</td><td>07878965978</td></tr> </table>	Name:	Susan Steed	Organisation:	NAC	e-mail:	sw.steed@north-ayrshire.gov.uk	Telephone:	01294222666	Mobile:	07878965978
Name:	Susan Steed											
Organisation:	NAC											
e-mail:	sw.steed@north-ayrshire.gov.uk											
Telephone:	01294222666											
Mobile:	07878965978											
HUNTER, COLIN		<table border="1"> <tr><td>Name:</td><td>Peter Griffin</td></tr> <tr><td>Organisation:</td><td>SAC</td></tr> <tr><td>e-mail:</td><td>Peter.Griffin@south-ayrshire.gov.uk</td></tr> <tr><td>Telephone:</td><td>01563826778</td></tr> <tr><td>Mobile:</td><td>07777777777</td></tr> </table>	Name:	Peter Griffin	Organisation:	SAC	e-mail:	Peter.Griffin@south-ayrshire.gov.uk	Telephone:	01563826778	Mobile:	07777777777
Name:	Peter Griffin											
Organisation:	SAC											
e-mail:	Peter.Griffin@south-ayrshire.gov.uk											
Telephone:	01563826778											
Mobile:	07777777777											

Figure 5: Search results

As can be seen from Figure 5 the results show the child's basic demographic information and the NP's contact details.

Figure 5 shows that one of the records is

not available

 to view. This will appear if you are not a linked contact for the child, therefore you will not have access to the record. If you are a contact or an **Emergency User** then this icon will appear instead allowing you to open the record.

5.1. Creating a New Record

Search Results

Surname ▼ Forename ▼ Named Person ▼

No matches found.

Create new record

Gender ☒ M ☐ F

DOB

	Forename	Middlename	Surname
Current	Colin		Hunter
Previous			

	Address	Postcode
Current	12 Grange Street	ka20 3ed
Previous		

Create New Record

AYRshare Admin ☎ 01563 826077 ✉ Contact.AyrShare.admin
 eHealth Service Desk ☎ 01292 513355 ✉ helpdesk@apct.scot.nhs.uk

Figure 6: Create New Record

If the record that you have searched for does not appear on AYRshare then you have the ability to manually create the record.

The **Create New Record** box (Figure 6) will appear below the search results with the criteria that you have searched already filled in, you can then manually complete the rest of the demographic information and click on the 'Create New Record' box. (Figure 6) As only the Child's Named Person and Lead Professional will be permitted to create records on AYRshare a dialogue box will prompt you to confirm that you are either the NP or LP. The new record will now appear on AYRshare.

To gain access to the folder (education and health) you will need to contact the AYRshare admin team who can add you as the **NP/LP**. Social workers will have a **Local Admin** team who can manage their contact lists.

5.1.1. Managing Contacts for new folders (Local Admin)



	Surname ▾	Forename ▾	Gender	DOB	Postcode	Created ▾	Created By
	cassity	Helen	F	10/06/2012		24/01/2013 14:43	John Barrett
	cassity	Joanne	F	04/11/2012		24/01/2013 10:22	John Barrett
	Whyte-Mackay	Unborn June	M	23/04/2013	KA8 0JE	23/01/2013 10:05	Alan Reid
	Cassity	Janice	F	02/01/2010	KA2 1JG	21/01/2013 09:44	Allison Russell
	CASSITY	DANIEL	F	09/07/2001	KA9 1LL	18/01/2013 12:06	John Barrett
	PIKES	MILA	M	09/07/2001	EH12 6AW	11/01/2013 14:28	Alan Reid
	SIMPSON	BART	M	26/06/1995	KA8 1TR	19/12/2012 09:00	Allison Russell
	Smith	Emma	F	21/03/2001	KA6 6DX	13/12/2012 14:45	Alan Reid

Page Size: 10 20 50

AyrShare Admin ☎ 01563 826077 ✉ Contact.AyrShare.admin
 eHealth Service Desk ☎ 01292 513355 ✉ helpdesk@aapct.scot.nhs.uk

Figure 7 Local Admin screen

Local Admin is a user who has access to all new folders created in their area. E.g. A local admin for South Ayrshire will only have access to folders created by South Ayrshire personnel and the same applies for the NHS, NAC etc.

As a local admin your main role is to manage the contact lists of new folders. To do this you have access to a 'New Folders' tab. (Figure 7) This tab allows you to see all the new folders created in your area on AYRshare. From here you can access the new folders by clicking on the folder icon and go in and manage their contact list.

To see how to manage the contacts for a folder see section **7.5. Contacts**.

6. My Details

AYRshare

Home My Folders Search **My Details** Alan.Reid@aapct.scot.nhs.uk NHS Logout

Change Contact Details

Office Phone:

Mobile Phone:

Change Password

Current Password:

New Password:

Confirm New Password:

eHealth Service Desk ☎ 01292 513355 ✉ helpdesk@aapct.scot.nhs.uk

Figure 8: My Details Screen

My Details screen (Figure 8) allows you to change your basic details such as:

- Office Phone number
- Mobile Phone number
- Password

If you need to make any other changes to your details then you will need to contact a system administrator.

7. Folders (Records)

The screen that appears for a child's record will differ depending on your level of access.

Figure 9 below shows a record from an **Ordinary User's** point of view and Figure 10 shows it from a **NP/LP's** point of view.

AYRshare

Home My Folders Search My Details All.Peel@south-ayrshire.gov.uk SAC Logout

DARREN GILLESPIE Show subscriptions

CHI 0906015014
Gender M
DOB 09/06/2001
Age 11
Address 1 RIGG ROAD AYR KA7 1TN
Modified 31/10/2012 10:27

Named Person
Peter Griffin (SAC)
Peter.Griffin@south-ayrshire.gov.uk
01563826778 07777777777

Lead Professional
Alan Reid (NHS)
Alan.Reid@aapct.scot.nhs.uk
01563 826779 07843236111

Documents Chronology Contacts

Show document upload options

Document Name	Type	Status	Submitted By	Organisation	Date Submitted
CAP 2 (Draft).docx	CAP	Draft	Allison Russell	NHS	31/10/2012
CAP 3 (Draft).docx	CAP	Draft	Henry King	SAC	24/10/2012
CAP (Final).docx	CAP	Final	Alan Reid	NHS	24/10/2012

Page Size: 10 20 50

eHealth Service Desk 01292 513355 helpdesk@aapct.scot.nhs.uk

Figure 9: Child's Record (Ordinary User)

AYRshare

Home My Folders Search My Details Alan.Reid@aapct.scot.nhs.uk NHS Logout

DARREN GILLESPIE Show subscriptions

CHI 0906015014
Gender M
DOB 09/06/2001
Age 11
Address 1 RIGG ROAD AYR KA7 1TN
Modified 31/10/2012 10:27

Named Person
Peter Griffin (SAC)
Peter.Griffin@south-ayrshire.gov.uk
01563826778 07777777777

Lead Professional
Alan Reid (NHS)
Alan.Reid@aapct.scot.nhs.uk
01563 826779 07843236111

Sharing Expires: 17/10/2013

Documents Chronology Contacts Audit Log

Show document upload options

Document Name	Type	Status	Submitted By	Organisation	Date Submitted
CAP 2 (Draft).docx	CAP	Draft	Allison Russell	NHS	31/10/2012
CAP 3 (Draft).docx	CAP	Draft	Henry King	SAC	24/10/2012
CAP (Final).docx	CAP	Final	Alan Reid	NHS	24/10/2012

Page Size: 10 20 50

eHealth Service Desk 01292 513355 helpdesk@aapct.scot.nhs.uk

Figure 10: Child's Record (Lead Professional/Named Person)

Both screens show the child's:

- Demographic details:
 - o CHI – Community Health Index number
 - o Gender – M or F
 - o DOB – Date of Birth in format dd/mm/yyyy
 - o Age – calculated from the Date of Birth
 - o Address – including Post Code
- NP/LP's's contact information
 - o Name (Organisation)
 - o E-mail address
 - o Telephone Numbers – Office and Mobile
- Modified – the date and time when the record was last modified

Both screens also allow you to edit the amount of e-mail notifications by clicking on the 'Show Subscriptions' button. This displays a drop down menu (Figure 11) that allows you to control what type of e-mail notifications to receive. By default, you receive an e-mail notification whenever new information is added to the Child's folder.

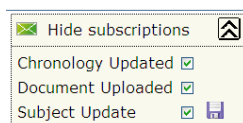
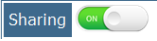


Figure 11

As a **NP/LP** you have the additional ability to enable or disable the sharing of a **Folder** and the ability to set an expiry date for the sharing of a **Folder**.

7.1. Enabling or Disabling sharing (NP/LP)

The process of enabling or disabling the sharing of a Record is as follows:

- Click on the  button shown in Figure 10.
- This will bring up a dialogue box asking 'Are sure you would like to disable sharing';
- Select 'Yes' to disable sharing.
- Enabling sharing is done using the same process.

Once sharing has been disabled only a **NP/LP** will have access to the Record.

7.2. Setting an expiry Date (NP/LP)

Click on the calendar to select date or free-type date in field Expires:   then click save icon.

7.3. Documents

The Documents screen allows you to view documents that are stored in the child's folder. (Figure 12)

By entering a child's folder you are automatically taken to the document screen. You can open a document by either clicking on the  icon or the document name. This will open the document on your desktop therefore any changes you make will not be saved on **AYRshare** unless you save the document and upload it as a new document to **AYRshare**.

All contacts have the ability to upload new documents to a record. However only a **NP/LP** can delete or withdraw a document (see 7.3.3).

7.3.1. Uploading a document

Although users will be able to upload documents directly from their own system all linked contacts will also have the ability to upload documents manually to a record on **AYRshare** (Figure 12). It is

very similar to attaching a file to an e-mail. Multiple different types of documents can be uploaded to AYRshare, including Microsoft Word and Adobe PDF files.

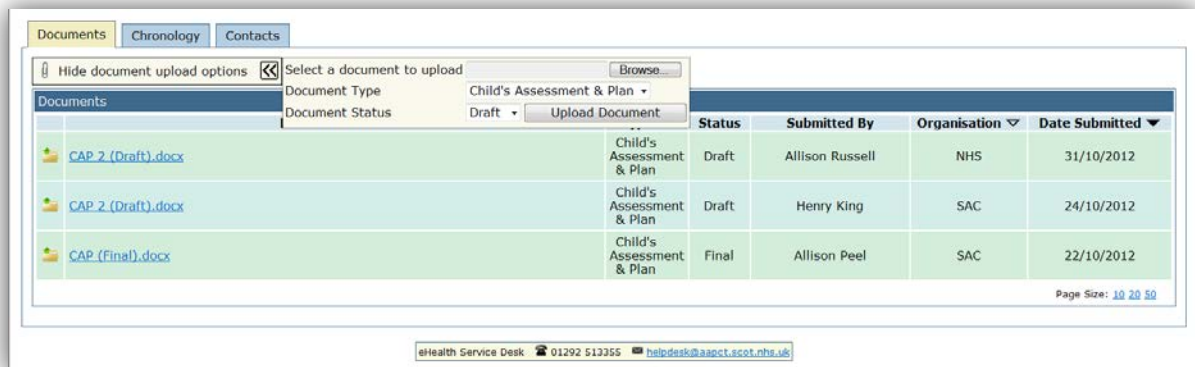
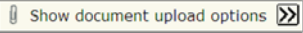
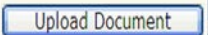


Figure 12 Uploading a Document

To upload a document:

- Click on the  button. (Figure 9 & 10) This will display the upload options. (Figure 12)
- Click 'browse' to display documents stored on your computer or on your network and choose the document you wish to upload;
- Select the Document type:
 - o Child's Assessment and Plan
 - o Other
- Select the Document status:
 - o Draft
 - o Final
 - o Other
- Click on the  button to complete the upload.

7.3.2. Deleting a Document (NP/LP)

As touched on earlier, as a **NP/LP** you can delete a document from a record.

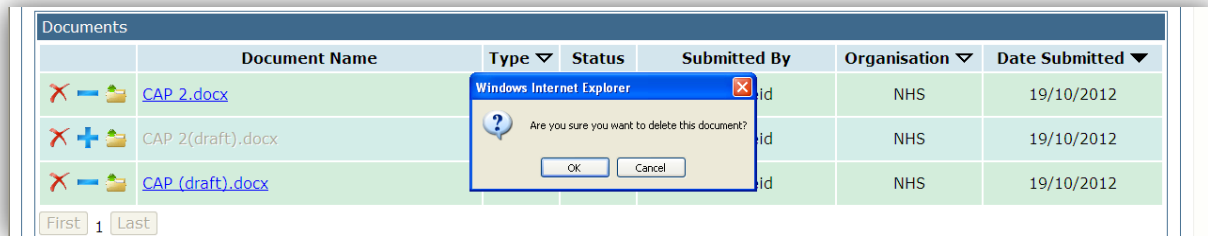


Figure 13: Deleting a Document

To delete a document:

- Click the  icon next to the document you wish to delete.
- This will bring up a dialogue box asking 'Are you sure you want to delete this document?'
- Select 'yes' to delete the document.

7.3.3. Withdrawing a document (NP/LP)

For a less final way of removing a document an **NP/LP** has the ability to withdraw a document. Once a document has been withdrawn it is only visible to the **NP/LP**. This means that although the document will no longer be available for other contacts to view there will still be a record of the document for future reference.

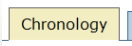
To withdraw a document:

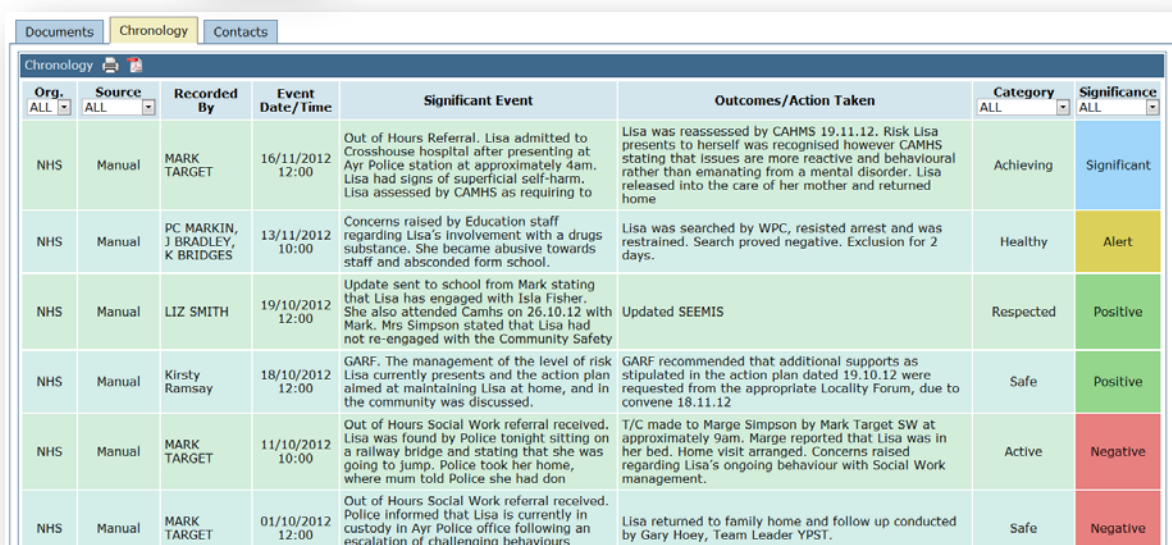
- Click on the  icon next to the document you wish to withdraw.
- This will withdraw the document from the record and the document name will be faded out.
- To reintroduce the withdrawn document click on the  icon next to the faded document.

(Figure 13)

7.4. Chronology

The **Chronology** screen (Figure 14) shows significant events that have been recorded about a child. These should automatically be added to **AYRshare** from other systems, such as Carefirst and SWIS.

All Users can view **Chronology** and add new **Chronology** events manually on **AYRshare**. However only an **NP/LP** has the ability to delete or edit existing **Chronology** events. Figure 14 below shows an example of a **Chronology** from an ordinary contacts point of view. To enter a child's chronology page click on the  tab in a child's folder.



Org.	Source	Recorded By	Event Date/Time	Significant Event	Outcomes/Action Taken	Category	Significance
NHS	Manual	MARK TARGET	16/11/2012 12:00	Out of Hours Referral. Lisa admitted to Crosshouse hospital after presenting at Ayr Police station at approximately 4am. Lisa had signs of superficial self-harm. Lisa assessed by CAMHS as requiring to	Lisa was reassessed by CAHMS 19.11.12. Risk Lisa presents to herself was recognised however CAMHS stating that issues are more reactive and behavioural rather than emanating from a mental disorder. Lisa released into the care of her mother and returned home	Achieving	Significant
NHS	Manual	PC MARKIN, J BRADLEY, K BRIDGES	13/11/2012 10:00	Concerns raised by Education staff regarding Lisa's involvement with a drugs substance. She became abusive towards staff and absconded from school.	Lisa was searched by WPC, resisted arrest and was restrained. Search proved negative. Exclusion for 2 days.	Healthy	Alert
NHS	Manual	LIZ SMITH	19/10/2012 12:00	Update sent to school from Mark stating that Lisa has engaged with Isle Fisher. She also attended Camhs on 26.10.12 with Mark. Mrs Simpson stated that Lisa had not re-engaged with the Community Safety	Updated SEEMIS	Respected	Positive
NHS	Manual	Kirsty Ramsay	18/10/2012 12:00	GARF. The management of the level of risk Lisa currently presents and the action plan aimed at maintaining Lisa at home, and in the community was discussed.	GARF recommended that additional supports as stipulated in the action plan dated 19.10.12 were requested from the appropriate Locality Forum, due to convene 18.11.12	Safe	Positive
NHS	Manual	MARK TARGET	11/10/2012 10:00	Out of Hours Social Work referral received. Lisa was found by Police tonight sitting on a railway bridge and stating that she was going to jump. Police took her home, where mum told Police she had done	T/C made to Marge Simpson by Mark Target SW at approximately 9am. Marge reported that Lisa was in her bed. Home visit arranged. Concerns raised regarding Lisa's ongoing behaviour with Social Work management.	Active	Negative
NHS	Manual	MARK TARGET	01/10/2012 12:00	Out of Hours Social Work referral received. Police informed that Lisa is currently in custody in Ayr Police office following an escalation of challenging behaviours	Lisa returned to family home and follow up conducted by Gary Hoey, Team Leader YPST.	Safe	Negative

Figure 14: Chronology Screen

Chronology uses a traffic light approach to show the significance of the event:

- Green = Positive
- Amber = Alert
- Red = Negative
- Blue = Significant

(Figure 14)

When manually inputting a **Chronology** event you will:

- Input who it was recorded by and the date and time it was recorded.

- Describe the 'Significant Event'.
- Input the Outcomes/Action Taken and click on the  icon to insert the **Chronology**.
(Figure 14)
- Select a category from:
 - ☐ Safe
 - ☐ Healthy
 - ☐ Achieving
 - ☐ Nurtured
 - ☐ Active
 - ☐ Respected
 - ☐ Responsible
 - ☐ Included
- Select the significance of the event
 - ☐ Positive
 - ☐ Alert
 - ☐ Negative
 - ☐ Significant

Chronology will automatically be sorted into date order (newest first) however users can filter the chronology by

- Organisation
- Source
- Category
- Significance

This is done by clicking on the drop down box under the relevant heading they wish to filter by. (Figure 15) For example an NHS worker could filter the chronology so that only chronology events from the NHS are shown.

Chronology								
Org.	Source	Recorded By	Event Date/Time	Significant Event	Outcomes/Action Taken	Category	Significance	
ALL	ALL					ALL	ALL	
ALL	Manual	M Bell	04/12/2012 09:00	Attended CHC for immunisation	Next appointment given	Healthy	Positive	
NHS	Manual	M Bell	03/12/2012 10:25	rubbish	Good	Nurtured	Positive	
EAC								
NAC								
SAC								

Figure 15: Filtering Chronology

Users can print Chronology by clicking on the  icon and can save Chronology as a PDF by clicking on the  icon. (Figure 14)

Chronology								
	Org.	Source	Recorded By	Event Date/Time	Significant Event	Outcomes/Action Taken	Category	Significance
	ALL	ALL					ALL	ALL
	SAC	SWIS	Henry King	12/11/2012 00:00	Continued communication issues with peers	Guidance teacher reported some improvement. Agreed to monitor for further 4 weeks.	Respected & Responsible	Alert
	NHS	FACE	A Reid	18/10/2012 00:00	Attended Paediatric clinic	No further appointment.	Healthy	Positive
	SAC	SWIS	A Peel-Education	17/10/2012 00:00	Denise is not attending school on a regular basis and spending more time in the pupil support base.	Recommendation for supported learning	Achieving	Alert
	SAC	SWIS	P Griffin	16/10/2012 00:00	Denise is not communicating with peers.	Follow up with guidance teacher	Respected & Responsible	Negative
Recorded By: Event Date/Time: Significance: Positive Significant Event: Category: Safe Outcomes/Action Taken:								
Page Size: 10 20 50								

Figure 16: Chronology screen (LP/NP)

As a NP/LP you also have the ability to:

- Delete significant event using the  icon.
- Edit a significant event using the  icon. To save the changes click on the  icon or to cancel the changes click on the  icon. (Figure 16)

7.5. Contacts

The contacts screen shows every user that has access to the record. An ordinary contact will be able to view the contacts list without being able to make any changes. (Figure 17)

To view the child's contacts page click on the **Contacts** tab in the child's folder.

The screenshot shows the Ayrshare interface. At the top, there's a navigation bar with 'Home', 'My Folders', 'Search', and 'My Details'. The user is logged in as 'Alan.Reid@aapct.scot.nhs.uk'. Below the navigation bar, the 'Martha Reid' record is displayed. It includes fields for CHI (3105200623), Gender (F), DOB (31/05/2006), Age (6), Address (33 Rose Avenue, Ayr, KA15 6VC), and Modified date (04/10/2012 13:43). There are two tabs: 'Named Person' (HT King (SAC)) and 'Lead Professional' (All Peel (SAC)). Below this, there are three tabs: 'Documents', 'Chronology', and 'Contacts'. The 'Contacts' tab is selected, showing a table of contacts.

Surname	Forename	Organisation	Role	Office Phone	Mobile Phone	Email
Steed	SW	SAC		01292223311	07878998877	sw.steed@south-ayrshire.gov.uk
King	HT	SAC	Named Person	01292 223344	0781887766	HT.KING@south-ayrshire.gov.uk
Peel	All	SAC	Lead Professional	01292112233	07818112233	all.peel@south-ayrshire.gov.uk
Jones	HV	NHS		01294 223344	0781223344	john.barrett@aapct.scot.nhs.uk
Smith	SW	SAC		01292 334455	0781001111	kirsty.ramsay@south-ayrshire.gov.uk
Reid	Alan	NHS		6779	1223	Alan.Reid@aapct.scot.nhs.uk

At the bottom of the table, there are 'First' and 'Last' buttons.

Figure 17: Child's Contacts on Ayrshare from an ordinary contacts perspective

As a **NP/LP** or **Local Admin** you have more options on this screen. You have the ability to both delete a contact and add a new contact.

The screenshot shows the Ayrshare interface from a Local Admin's perspective. The user is logged in as 'All.Peel@south-ayrshire.gov.uk'. The 'Martha Reid' record is displayed, including the same details as in Figure 17. Below the 'Named Person' and 'Lead Professional' tabs, there is a 'Sharing' section with a green 'On' toggle and an 'Expires' date of '09/09/2013'. Below this, there are four tabs: 'Documents', 'Chronology', 'Contacts', and 'Audit Log'. The 'Contacts' tab is selected, showing the same table of contacts as in Figure 17. However, each row in the table has a red 'X' icon in the first column, indicating that the user can delete contacts. At the bottom of the page, there is an 'Add Contact' section with a text input field for 'Name' (with a hint 'Surname, Forename'), a 'Search' button, an 'OR' label, and a button for 'List known associates'.

Figure 18: Child's Contacts from Lead Professional/Named Persons perspective

Click on the  icon to delete a contact. (Figure 18)

Adding a new contact can be done in 2 ways:

- Searching for the user you wish to add in the box under 'Add Contact'.
- Or by clicking on the  button. This displays a list of users with whom you have had previous contact.

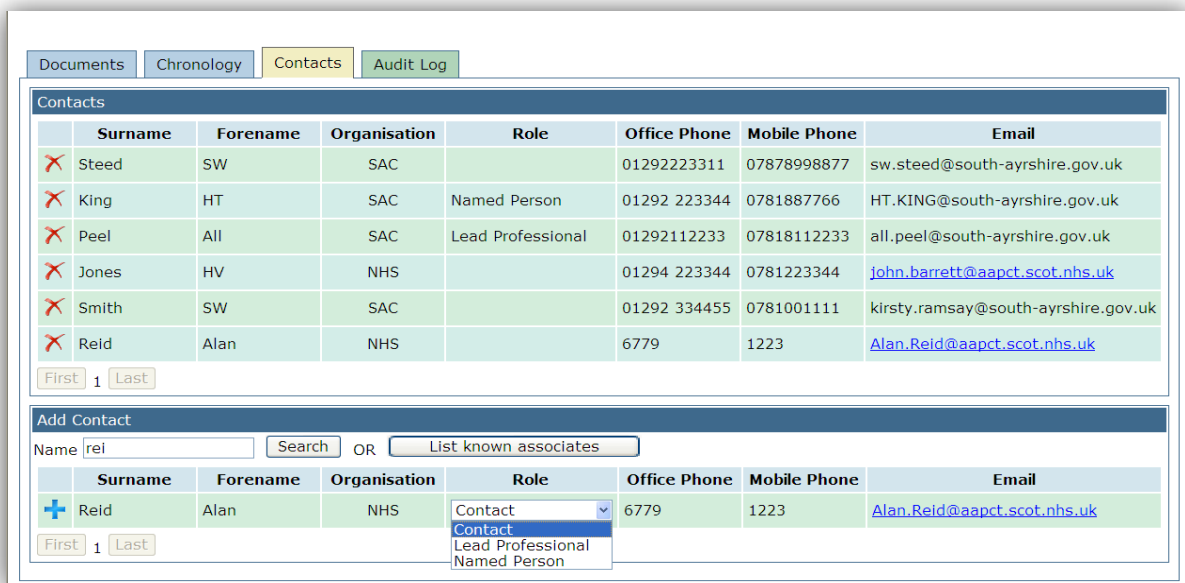
(Figure 18)

From the Search Results (Figure 19) you can choose the appropriate user and select their role from:

- Contact
- Lead Professional
- Named Person.

(A record can only have 1 Named Person and 1 Lead Professional)

Once their role has been allocated click on the  icon in order to complete the addition of the new contact.



	Surname	Forename	Organisation	Role	Office Phone	Mobile Phone	Email
	Steed	SW	SAC		01292223311	07878998877	sw.steed@south-ayrshire.gov.uk
	King	HT	SAC	Named Person	01292 223344	0781887766	HT.KING@south-ayrshire.gov.uk
	Peel	All	SAC	Lead Professional	01292112233	07818112233	all.peel@south-ayrshire.gov.uk
	Jones	HV	NHS		01294 223344	0781223344	john.barrett@aapct.scot.nhs.uk
	Smith	SW	SAC		01292 334455	0781001111	kirsty.ramsay@south-ayrshire.gov.uk
	Reid	Alan	NHS		6779	1223	Alan.Reid@aapct.scot.nhs.uk

First 1 Last

Add Contact

Name Search OR

	Surname	Forename	Organisation	Role	Office Phone	Mobile Phone	Email
	Reid	Alan	NHS	Contact Contact Lead Professional Named Person	6779	1223	Alan.Reid@aapct.scot.nhs.uk

First 1 Last

Figure 19: Adding a new Contact

7.6. Audit Log (NP/LP)

As **NP/LP** you also have access to an audit log for the child's record (Figure 20). This allows you to monitor any changes that have been made to the record and also allows you to keep track of who has been viewing the record. To view the audit log click on the **Audit Log** tab in the child's folder.

EventDate	Description	User	Detail
04/10/2012 15:25	Subject Record Viewed	All Peel	
04/10/2012 15:19	Subject Record Viewed	Alan Reid	
04/10/2012 15:18	Subject Record Viewed	All Peel	
04/10/2012 15:17	Subject Record Viewed	Alan Reid	
04/10/2012 14:56	Subject Record Viewed	All Peel	
04/10/2012 14:56	Subject Record Viewed	HV Jones	
04/10/2012 14:49	Subject Record Viewed	Alan Reid	
04/10/2012 14:43	Subject Record Viewed	All Peel	
04/10/2012 13:58	Subject Record Viewed	Admin Test	
04/10/2012 13:57	Subject Record Viewed	Admin Test	
04/10/2012 13:43	Chronology event added	All Peel	Comments School Teacher
04/10/2012 13:39	Subject Record Viewed	All Peel	
04/10/2012 12:49	Subject Record Viewed	Admin Test	
04/10/2012 12:31	Subject Record Viewed	Admin Test	
04/10/2012 12:05	Subject Record Viewed	Alan Reid	
04/10/2012 11:44	Subject Record Viewed	HT King	
04/10/2012 11:36	Subject Record Viewed	All Peel	
04/10/2012 11:33	Subject Record Viewed	Alan Reid	
04/10/2012 11:32	Subject Record Viewed	All Peel	
04/10/2012 11:31	Subject Record Viewed	Admin Test	

First 1 2 3 4 5 Last

Page Size: 10 20 50

Figure 20: Audit Log for Child's Record

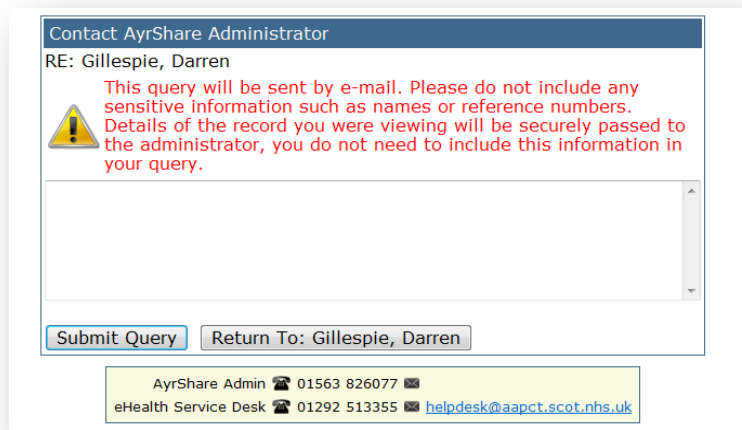
8. Reporting Issues/Faults With The System

If you are experiencing any issues with the system then it is important that you log the issue with either eHealth or the systems admin team. Their contact details appear at the bottom of each screen on Ayrshare. (Figure 21)

AyrShare Admin	☎ 01563 826077	✉ Contact AyrShare admin
eHealth Service Desk	☎ 01292 513355	✉ helpdesk@aapct.scot.nhs.uk

Figure 21: eHealth and Admin's contact information

If the issue is a technical fault e.g. a page won't load or Ayrshare is crashing then you would e-mail eHealth, however if the issue is with content or access to Ayrshare then you would click on the 'Contact Ayrshare Admin' button which will bring up a new screen. (Figure 22)



Contact AyrShare Administrator

RE: Gillespie, Darren

 This query will be sent by e-mail. Please do not include any sensitive information such as names or reference numbers. Details of the record you were viewing will be securely passed to the administrator, you do not need to include this information in your query.

AyrShare Admin ☎ 01563 826077 ✉
eHealth Service Desk ☎ 01292 513355 ✉ helpdesk@apact.scot.nhs.uk

Figure 22: Contact Ayrshare Administrator

No sensitive information should be contained within the query however Admin will get a direct link to the record that you were viewing when you spotted the fault, therefore allowing you to describe the fault without putting any sensitive information in the e-mail. You can also speak to the admin team directly using the telephone number displayed next to Ayrshare Admin.

The Admin team will then work to resolve the issue as quickly as possible and will advise you of the outcome.

9. Logging Out

When finished using **AYRshare** all users should log out by clicking on the 'Logout' button found in the top right hand corner of screen



AYRshare will automatically log you out if it has been idle for a certain period of time.